

GUIDELINES FOR THE INSTALLATION OF REDUCED PRESSURE ZONE BACKFLOW PREVENTION DEVICES

**Reduced Pressure Zone Backflow Valves (*RP Devices).*

1. All RP Devices must be State approved brands and models.
2. Two RP Devices must be installed in parallel for any facility where the water cannot be turned off to test and/or repair a single device.
3. Taps between the meter and the RP Device are prohibited.
4. RP Devices are to be placed indoors or housed in enclosures that will provide adequate protection from freezing conditions. Some suggestions to keep devices from freezing are to use light bulbs, heating lamps and/or wall insulation. Standard electrical equipment enclosures may be used to house RP Devices. Concrete boxes with steel covers and drain ports also are used.
5. RP Devices must never be subject to flooding:
 - a. Never locate in a pit or any area subject to flooding.
 - b. Provisions must be made for discharging water from RP Device enclosures; (Avoid floor drains as these are subject to clogging)
 - c. The lowest point of the relief valve should be located a minimum of two (2) times the nominal pipe diameter above the top of the drain ports and at least 12 inches above the finished floor. (Check manufacturer's recommendation to see if this is adequate for servicing the relief valve)
6. The relief valve on an RP Device occasionally discharges water. Do not place the device over equipment which may be damaged by water. Provide adequate means for handling these discharges (drain ports, drain pipes, etc.). If using a pipe drain to handle discharge from the relief valve, there must be an air gap of two (2) times the diameter of the supply line.
7. Install where unit is readily accessible and can be easily tested and serviced:
 - a. Observe manufacturer's recommended clearance
 - b. Install all devices on ground floor level
 - c. Install no higher than five (5) feet above floor level unless special provisions have been made for servicing and testing.
 - d. If placed inside an enclosure, provide doors or removable lids which will provide access to the unit. There must be enough room inside the enclosure to make repairs or replace as necessary.
8. FLUSH LINES THOROUGHLY before installing unit to prevent fouling valves.
9. Pipe dope will not be acceptable for the RP Devices. Teflon tape can be used, but care should be taken that the tape does not foul the device after installation.
10. The RP Device must be installed horizontally.
11. The RP Device must be the same size of the meter. (i.e. 2" meter, 2" device)

CHAPTER 4**CROSS-CONNECTIONS, AUXILIARY INTAKES, ETC.¹****SECTION**

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18-401. Definitions. The following definitions and terms shall apply in the interpretation and enforcement of this chapter:

(1) "Air-gap" shall mean a vertical, physical separation between a water supply and the overflow rim of a non-pressurized receiving vessel. An approval air-gap separation shall be at least twice the inside diameter of the water supply line, but in no case less than two inches (2"). Where a discharge line serves as receiver, the air-gap shall be at least twice the diameter of the discharge line, but not less than two inches (2").

¹Municipal code references

Plumbing code: title 12.

Water and sewer system administration: title 18.

Wastewater treatment: title 18.

(2) "Atmospheric vacuum breaker" shall mean a device, which prevents backsiphonage by creating an atmospheric vent when there is either a negative pressure or sub-atmospheric pressure in the water system.

(3) "Auxiliary intake" shall mean any water supply, on or available to a premises, other than that directly supplied by the public water system. These auxiliary waters may include water from another purveyor's public water system; any natural source, such as a well, spring, river, stream, and so forth; used, reclaimed or recycled waters; or industrial fluids.

(4) "Backflow" shall mean undesirable reversal of the intended direction of flow in a potable water distribution system as a result of a cross-connection.

(5) "Backpressure" shall mean any elevation of pressure in the downstream piping system (caused by pump, elevated tank or piping, stream and/or air pressure) above the water supply pressure at the point which would cause, or tend to cause, a reversal of the normal direction of flow.

(6) "Backsiphonage" shall mean the flow of water or other liquids, mixtures or substances into the potable water system from any source other than its intended sources, caused by the reduction of pressure in the potable water system.

(7) "Bypass" shall mean any system of piping or other arrangement whereby water from the public water system can be diverted around a backflow prevention device.

(8) "Cross connection" shall mean any physical connection or potential connection whereby the public water system is connected, directly or indirectly, with any other water supply system, sewer, drain, conduit, pool, storage reservoir, plumbing fixture or other waste or liquid of unknown or unsafe quality, which may be capable of imparting contamination to the public water system as a result of backflow or backsiphonage. Bypass arrangements, jumper connections, removable sections, swivel or changeover devices, through which or because of which backflow could occur, are considered to be cross connection.

(9) "Double check valve assembly" shall mean an assembly of two (2) independently operating approved check valves with tightly closing resilient seated shut-off valves on each side of the check valves, fitted with properly located resilient seated test cocks for testing each check valve.

(10) "Double check detector assembly" shall mean an assembly of two (2) independently operating, approved check valves with an approved water meter (protected by another double check valve assembly) connected across the check valves, with tightly closing resilient seated shut-off valves on each side of the check valves, fitted with properly located resilient seated test cocks for testing each part of the assembly.

(11) "Fire protection systems" shall be classified in six different classes in accordance with AWWA Manual M14--Third Edition 2004. The six (6) classes are as follows.

Class 1. shall be those with direct connections from public water mains only ; no pumps, tanks or reservoirs; no physical connection from other water supplies; no antifreeze or other additives of any kind; all sprinkler drains discharging to the atmosphere, dry wells or other safe outlets.

Class 2. shall be the same as Class 1, except that booster pumps may be installed in the connections from the street mains.

Class 3. shall be those with direct connection from public water supply mains, plus one or more of the following: elevated storage tanks, fire pumps taking suction from above ground covered reservoirs or tanks, and/or pressure tanks (all storage facilities are filled from or connected to public water only, and the water in the tanks is to be maintained in a potable condition).

Class 4. shall be those with direct connection from the public water supply mains, similar to Class 1 and Class 2, with an auxiliary water supply dedicated to fire department use and available to premises, such as an auxiliary supply located within seventeen hundred feet (1700') of the pumper connection.

Class 5. shall be those directly supplied from public water mains and interconnected with auxiliary supplies, such as pumps taking suction from reservoirs exposed to contamination, or rivers and ponds; driven wells; mills or other industrial water systems; or where antifreeze or other additives are used.

Class 6. shall be those with combined industrial and fire protection systems supplied from the public water mains only, with or without gravity storage or pump suction tanks.

(12) "Interconnection" shall mean any system of piping or arrangements whereby the public water supply is connected directly with a sewer, drain, conduit, pool, storage reservoir, or other device, which does or may contain sewage or other waste or liquid which would be capable of imparting contamination to the public water system.

(13) "Person" shall mean any and all persons, natural or artificial, including any individual, firm or association, and any municipal or private corporation organized or existing under the laws of this or any other state or country.

(14) "Potable water" shall mean water, which meets the criteria of the Tennessee Department of Environment and Conservation and the United States Environmental Protection Agency for human consumption.

(15) "Pressure vacuum breaker" shall mean an assembly consisting of a device containing one (1) or two (2) independently operating spring loaded check valves and an independently operating spring loaded air inlet valve located on the discharge side of the check valve(s), with tightly closing shut-off valves on each side of the check valves and properly located test cocks for the testing of the check valves and relief valve.

(16) "Public water supply" shall mean the Union City Water Treatment Department water system, which furnishes potable water to the public for general use and which is recognized as the public water supply by the Tennessee Department of Environment and Conservation.

(17) "Reduced pressure principal backflow prevention device" shall mean an assembly consisting of two (2) independently operating approved check valves with an automatically operating differential relief valve located between the two (2) check valves, tightly closing resilient seated shut-off valves, plus properly located resilient seated test cocks for the testing of the check valves and the relief valve.

(18) "Director" shall mean the Director of the Union City Water Treatment Department or his duly authorized deputy, agent or representative.

(19) "Water system" shall be considered as made up of two (2) parts, the utility system and the customer system:

(a) The utility system shall consist of the facilities for the storage and distribution of water and shall include all those facilities of the water system under the complete control of the utility system, up to the point where the customer's system begins (i.e. the water meter);

(b) The customer system shall include those parts of the facilities beyond the termination of the utility system distribution system that are utilized in conveying domestic water to points of use. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-402. Compliance. The Union City Water Treatment Department shall be responsible for the protection of the public water system from contamination or pollution due to the backflow of contaminants through the water service connection. The Union City Water Treatment Department shall comply with Tennessee Code Annotated, § 68-221-711 as well as the Rules and Regulations for Public Water Systems and Drinking Water Quality, legally adopted in accordance with this code, which pertain to cross connection, auxiliary intakes, bypasses and interconnections; and shall establish an effective, on-going program to control these desirable water uses. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-403. Regulated. No water service connection to any premises shall be installed or maintained by the Union City Water Treatment Department unless the water supply system is protected as required by state laws and this chapter. Service of water to any premises shall be discontinued by the Union City Water Treatment Department if a backflow prevention device required by this chapter is not installed, tested, and/or maintained; or if it is found that a backflow prevention device has been removed, bypassed, or if an unprotected cross connection exists on the premises. Service shall not be restored until such

conditions or defects are corrected. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-404. Approval required. It shall be unlawful for any person to cause a cross connection to be made or allow one to exist for any purpose whatsoever unless the construction and operation of same have been approved by the Tennessee Department of Environment and Conservation, and the operation of such cross connection is at all times under the direction of the Union City Water Treatment Department. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-405. Backflow prevention device installed and maintained at customer's expense. If, in the judgment of the director or his designated agent, an approved backflow prevention device is required at the water service connection to a customer's premises, or at any point(s) within the premises, to protect the potable water supply, the director shall compel the installation, testing and maintenance of the required backflow prevention device(s) at the customer's expense. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-406. Location of approved backflow prevention device. An approved backflow prevention device shall be installed on each water service line to a customer's premises at or near the property line or immediately inside the building being served; but in all cases, before the first branch line leading off the service line. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-407. New installations. For new installations, the director or his designated agent shall inspect the site and/or review plans in order to assess the degree of hazard and to determine the type of backflow prevention device, if any, that will be required, and to notify owners in writing of the required device and installation criteria. All required devices shall be installed and operational prior to the initiation of water service. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-408. Existing premises. For existing premises, personnel from the Union City Water Treatment Department shall conduct inspections and evaluations, and shall require correction of violations in accordance with the provisions of this chapter. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-409. Installation, alteration or change of backflow prevention devices must be approved. No installation, alteration, or change shall be made to any backflow prevention device connected to the public water supply for

water service, fire protection or any other purpose without first contacting the Union City Water Treatment Department for approval. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-410. Alteration, repair, testing or change to existing backflow prevention device. No alteration, repair, testing or change shall be made of any existing backflow prevention device connected to the public water supply for water service, fire protection or any other purpose without first securing the appropriate approval from the Union City Water Treatment Department. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-411. Inspections. The director or his designated agent shall inspect all properties served by the public water supply where cross-connections with the public water supply are deemed possible. The frequency of inspections and re-inspections shall be based on potential health hazards involved, and shall be established by the Union City Water Treatment Department in accordance with guidelines acceptable to the Tennessee Department of Environment and Conservation. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-412. Right of entry. The director or his authorized representative shall have the right to enter, at any reasonable time, any property served by a connection to the Union City Water Treatment Department public water system for the purpose of inspecting the piping system therein for cross connection, auxiliary intakes, bypasses or interconnections, or for the testing of backflow prevention devices. Upon request, the owner, lessee, or occupant of any property so served shall furnish any pertinent information regarding the piping system(s) on such property. The refusal of such information or refusal of access, when requested, shall be deemed evidence of the presence of cross connection, and shall be grounds for disconnection of water service. (Ord. #23-88, April 1988, as replaced by Ord. #23-05, May 2005, and Ord. #72-09, Sept. 2008)

18-413. Compliance procedures. (1) Any person found to have cross-connections, auxiliary intakes, bypasses or interconnections in violation of the provisions of this chapter shall be allowed a reasonable time within which to comply with the provisions of this chapter. After a thorough investigation of the existing conditions and an appraisal of the time required to complete the work, the director or his representative shall assign an appropriate amount of time, but in no case shall the time for corrective measures exceed ninety (90) days.

(2) Where cross-connections, auxiliary intakes, bypasses or interconnections are found that constitute an extreme hazard, with the immediate possibility of contaminating the public water system, the Union City Water Treatment Department as to manufacturer, model, size and application.

The method of installation of backflow prevention devices shall be approved by the Union City Water Treatment Department shall require that immediate corrective action be taken to eliminate the threat to the public water system. Expeditious steps shall be taken to disconnect the public water system from the on-site piping system unless the imminent hazard is immediately corrected, subject to the right to a due process hearing upon timely request. The time allowed for the preparation for a due process hearing shall be relative to the risk of hazard to the public health and may follow disconnection when the risk to the public health and safety, in the opinion of the director, warrants disconnection prior to a due process hearing.

(3) The failure to correct conditions threatening the safety of the public water system as prohibited by this chapter, within the time limits established by the director or his representative, shall be grounds for denial of water service. If proper protection has not been provided after a reasonable time, the director shall give the customer written notification that water service is to be discontinued, and shall physically separate the public water system from the customer's on-site piping in such a manner that the two (2) systems cannot again be connected by an unauthorized person, subject to the right of a due process hearing upon timely request. The due process hearing may follow disconnection when the risk to the public health and safety, in the opinion of the director, warrants disconnection prior to a due process hearing. (as added by Ord. #72-09, Sept. 2008)

18-414. Installation requirements of backflow prevention assembly. (1) An approved backflow prevention assembly shall be installed downstream of the meter on each service line to a customer's premises at or near the property line or immediately inside the building being served, but in all cases, before the first branch line leading off the service line, when any of the following conditions exist:

- (a) Impractical to provide an effective air-gap separation;
- (b) The owner/occupant of the premises cannot or is not willing to demonstrate to the Union City Water Treatment Department that the water use and protective features of the plumbing are such as to pose no threat to the safety or potability of the water;
- (c) The nature and mode of operation within a premises are such that frequent alterations are made to the plumbing;
- (d) There is likelihood that protective measures may be subverted, altered or disconnected;
- (e) The nature of the premises is such that the use of the structure may change to a use wherein backflow prevention is required;
- (f) The plumbing from a private well or other water source enters the premises served by the public water system.

(2) The protective devices shall be of the reduced pressure zone type (except in the case of certain fire protection systems) approved by the Tennessee

Department of Environment and Conservation and the Union City Water Treatment Department, as to manufacturer, model, size and application. The method of installation of backflow prevention devices shall be approved by the Union City Water Treatment Department prior to installation and shall comply with the criteria set forth in this chapter. The installation and maintenance of backflow prevention devices shall be at the expense of the owner or occupant of the premises.

(3) Applications requiring backflow prevention devices shall include, but shall not be limited to, domestic water service and/or fire flow connection for all medical facilities, all fountains, lawn irrigation systems, wells, water softeners and other treatment systems, swimming pools and on all fire hydrant connections other than those by the fire department in combating fires. Those facilities deemed by Union City Water Treatment Department as needing protection shall include the following:

(a) Class 1, Class 2 and Class 3 fire protections systems shall generally require a double check valve assembly, except:

(i) A double check detector assembly shall be required where a hydrant or other point of use exists on the system; or

(ii) A reduced pressure backflow prevention device shall be required where:

(A) Underground fire sprinkler lines are parallel to and within ten feet (10') horizontally of pipes carrying sewage or significant toxic materials.

(B) Premises which have unusually complex piping systems;

(C) Pumpers connecting to the system which have corrosion inhibitors or other chemicals added to the tanks of the fire trucks.

(b) Class 4, Class 5 and Class 6 fire protections systems shall require reduced pressure backflow prevention devices.

(c) Wherever the fire protection system piping is not acceptable potable water system material, or chemicals such as foam concentrates or antifreeze additives are used, a reduced pressure backflow prevention device shall be required.

(4) The director or his representative may require additional and/or internal backflow prevention devices wherein it is deemed necessary to protect potable water supplies within the premises.

(5) The minimum acceptable criteria for the installation of reduced pressure backflow prevention devices, double check valve assemblies, or other backflow prevention devices requiring regular inspection or testing shall include the following:

(a) All required devices shall be installed in accordance with the provisions of this chapter, by a person possessing a valid backflow testing certification from the Tennessee Department of Environment and

Conservation, Division of Water Supply, acceptable to the director. A current copy of the tester's certification shall be on file with the Union City Water Treatment Department. Only licensed sprinkler contractors may install, repair or test backflow prevention devices on fire protection systems.

(b) All devices shall be installed in accordance with the manufacturer's instructions and shall possess appropriate test cocks, fittings and caps required for the testing of the device. All fittings shall be of brass construction, unless otherwise approved by the Union City Water Treatment Department, and shall permit direct connection to department test equipment.

(c) The entire device, including valves and test cocks, shall be easily accessible for testing and repair.

(d) All devices shall be placed in the upright position in a horizontal run of pipe.

(e) All devices shall be protected from freezing, vandalism, mechanical abuse and from any corrosive, sticky, greasy, abrasive or other damaging environment.

(f) Reduced pressure backflow prevention devices shall be located a minimum of twelve inches (12") plus the nominal diameter of the device above either:

- (i) The floor;
- (ii) The top of opening(s) in the enclosure; or
- (iii) Maximum flood level, whichever is higher.

Maximum height above the floor surface shall not exceed sixty inches (60").

(g) Clearance from wall surfaces or other obstruction shall be at least six inches (6"). Devices located in non-removable enclosures shall have at least twenty-four inches (24") of clearance on each side of the device for testing and repairs.

(h) Devices shall be positioned where a discharge from the relief port will not create undesirable conditions. The relief port must never be plugged, restricted or solidly piped to a drain.

(i) An approved air-gap shall separate the relief port from any drainage system. An approved air-gap shall be at least twice the inside diameter of the supply line, but never less than two inches (2").

(j) An approved strainer shall be installed immediately upstream of the backflow prevention device, except in the case of a fire protection system.

(k) Devices shall be located in an area free from submergence or flood potential, therefore never in a below grade pit or vault. All devices shall be adequately supported to prevent sagging.

(l) Adequate drainage shall be provided for all devices. Reduced pressure backflow prevention devices shall be drained to the outside whenever possible.

(m) Fire hydrant drains shall not be connected to the sewer, nor shall fire hydrants be installed such that backflow/backsiphonage through the drain may occur.

(n) Enclosures for outside installations shall meet the following criteria:

(i) All enclosures for backflow prevention devices shall be as manufactured by a reputable company or an approved equal.

(ii) For backflow prevention devices up to and including two inches (2"), the enclosure shall be constructed of adequate material to protect the device from vandalism and freezing and shall be approved by the Union City Water Treatment Department. The complete assembly, including valve stems and hand wheels, shall be protected by being inside the enclosure.

(iii) To provide access for backflow prevention devices up to and including two inches (2"), the enclosure shall be completely removable. Access for backflow prevention devices two and one-half inches (2 1/2") and larger shall be provided through a minimum of two (2) access panels. The access panels shall be of the same height as the enclosure and shall be completely removable. All access panels shall be provided with built-in locks.

(iv) The enclosure shall be mounted to a concrete pad in no case less than four inches (4") thick. The enclosure shall be constructed, assembled and/or mounted in such a manner that it will remain locked and secured to the pad even if any outside fasteners are removed. All hardware and fasteners shall be constructed of 300 series stainless steel.

(v) Heating equipment, if required, shall be designed and furnished by the manufacturer of the enclosure to maintain an interior temperature of +40EF with an outside temperature of -30EF and a wind velocity of fifteen miles per hour (15 mph).

(o) Where the use of water is critical to the continuance of normal operations or the protection of life, property or equipment, duplicate backflow prevention devices shall be provided to avoid the necessity of discontinuing water service to test or repair the protective device. Where it is found that only one device has been installed and the continuance of service is critical, the Union City Water Treatment Department shall notify in writing, the occupant of the premises of plans to interrupt water services and arrange for a mutually acceptable time to test the device. In such cases, the Union City Water Treatment Department may require the installation of a duplicate device.

(p) The Union City Water Treatment Department shall require the occupant of the premises to keep any backflow prevention devices working properly, and to make all indicated repairs promptly. Repairs shall be made by qualified personnel, possessing valid backflow testing certification from the Tennessee Department of Environment and Conservation, Division of Water Supply, acceptable to the director. A current copy of the tester's certification shall be on file with the Union City Water Treatment Department. Expense of such repairs shall be borne by the owner or occupant of the premises. The failure to maintain a backflow prevention device in proper working condition shall be grounds for discontinuance of water service to a premises. Likewise the removal, bypassing or alteration of a backflow prevention device or the installation thereof, so as to render a device ineffective shall constitute a violation of this chapter and shall be grounds for discontinuance of water service. Water service to such premises shall not be restored until the customer has corrected or eliminated such conditions or defects to the satisfaction of the Union City Water Treatment Department.

(6) Devices shall be tested at least annually by a qualified person possessing a valid certification from the Tennessee Department of Environment and Conservation, Division of Water Supply for the testing of such devices. A current copy of the person's certification and a record of the test results will be on file with the Union City Water Treatment Department. The customer will be notified of the test results and a written report will be available to the customer upon request. Water service shall not be disrupted to test a device without the knowledge of the occupant of the premises. The testing will be done at the customer's expense. (as added by Ord. #72-09, Sept. 2008)

18-415. Potable water supply. The potable water supply made available to a premises served by the public water system shall be protected from contamination as specified in the provision of this chapter. Any water pipe or outlet which could be used for potable or domestic purposes and which is not supplied by the potable water system must be labeled in a conspicuous manner such as:

WATER UNSAFE FOR DRINKING

The minimum acceptable sign shall have black letters at least one inch (1") high located on a red background. Color-coding of pipelines, in accordance with the Occupational Safety and Health Act (OSHA) guidelines, shall be required in locations where in the judgment of the Union City Water Treatment Department, such coding is necessary to identify and protect the potable water supply. (as added by Ord. #72-09, Sept. 2008)

18-416. Statement of nonexistence of unapproved or unauthorized cross-connections. Any person whose premises are supplied with water from the public water system, and who also has on the same premises a well or other separate source of water supply, or who stores water in an uncovered or unsanitary storage reservoir from which the water is circulated through a piping system, shall file with the Union City Water Treatment Department a statement of the nonexistence of unapproved or unauthorized cross-connections auxiliary intakes, bypasses or interconnections. Such statement shall contain an agreement that no cross-connections, auxiliary intakes, bypasses or interconnections will be permitted upon the premises. Such statement shall also include the location of all additional water sources utilized on the premise and how they are used. Maximum backflow protection shall be required on all public water sources supplied to the premises. (as added by Ord. #72-09, Sept. 2008)

18-417. Fines and penalties. (1) Any person who neglects or refuses to comply with any of the provisions of this chapter may be deemed guilty of a misdemeanor and subject to a fine.

(2) Independent of and in addition to any fines or penalties imposed, the director may discontinue the public water supply service to any premises upon which there is found to be a cross connection, auxiliary intake, bypass or interconnection; and service shall not be restored until such cross connection, auxiliary intake, bypass or interconnection has been eliminated. (as added by Ord. #72-09, Sept. 2008)

18-418. Application of this chapter. The requirements contained in this chapter shall apply to all premises served by the Union City Water Treatment Department and are hereby made part of the conditions required to be met for the Union City Water Treatment Department to provide water services to any premises. The provisions of this chapter shall be rigidly enforced since it is essential for the protection of the public water distribution system against the entrance of contamination. Any person aggrieved by the action of this chapter is entitled to a due process hearing upon timely request. (as added by Ord. #72-09, Sept. 2008)